IVX® X-Class

Administrator's Manual

0450-0507
Rev. F

We Make It Easy To Communicate

About ESI

ESI (Estech Systems, Inc.) is a privately held corporation based in Plano, Texas. Founded in 1987, ESI designs and builds innovative telecommunications products for businesses like yours. Because of their powerful combination of value and features, ESI products are consistently recognized by industry publications and leaders.

Copyright © 2006 ESI (Estech Systems, Inc.).
IVX is a registered trademark of Estech Systems, Inc. *Ethernet* is a registered trademark of Xerox Corporation. *Motorola* and *ColdFire* are registered trademarks of Motorola, Inc. *Rayovac* is a registered trademark of Rayovac Corporation. *Act!* is a registered trademark of Symantec Corporation. *Goldmine* is a trademark of Goldmine Software Corporation. *Microsoft, Windows, NT* and *Outlook* are registered trademarks of Microsoft Corporation. *Panasonic* and *DBS* are registered trademarks of Matsushita Electric Corporation of America. *Novell* and *Netware* are registered trademarks of Novell, Inc. *Smart Jack* is a trademark of Westell Technologies, Inc.
Information contained herein is subject to change without notice.
ESI products are protected by various U.S. Patents, granted and pending.
ESI is an ISO 9001-certified company. Visit ESI on the Web at **www.esi-estech.com**.

Table of contents

Administrator programming: An introduction **A.1**
- Administrator's duties A.1
- Telephone system features A.1
- Voice mail features A.2
- ACD features A.3
- Feature Phone overlays A.3
- Programming basics A.3
- System programming overview A.4
- Programming keys A.5
- Entering alphanumeric characters A.5
- Remote setting of day, night, holiday and auto modes A.7

Function 1: System parameters **B.1**
- Function 13: Administrator password B.1
- Function 14: System clock B.1
- Function 17: System speed-dial B.3

Function 3: Extension programming **C.1**
- Function 32: Extension feature authorization C.1
- Function 33: Department programming C.5
- Function 37: RFID programming C.6

Function 5: Voice mail programming **D.1**
- Function 53: Guest/info mailboxes D.1
- Function 54: Group mailboxes and the broadcast mailbox D.2
- Function 55: Message notification D.3
- Function 56: Cascade notification mailboxes D.4
- Function 57: Q & A mailboxes D.5

Function 6: Recording **E.1**
- Function 61: Re-record system and auto attendant branch prompts E.1
- Function 62: Record directory names E.2
- Function 63: Message-on-hold (MOH) programming E.3

Function 7: Reports **F.1**
- Report printing F.1
- Reporting functions F.1

Feature description: SMDR **G.1**
- Tabular SMDR format G.1
- CSV SMDR format G.2
- Reporting conventions and rules G.3
- SMDR format when using account codes G.4

Index

(This page included for pagination purposes only.)

Administrator programming: An introduction

You can program ESI's **IVX X-Class** system (**IVX 256x** or **IVX 128x**) locally or remotely from a 48-Key Digital Feature Phone or 24-Key Digital Feature Phone while the system is operating. You also can program using ESI's *Esi-Admin*, a *Windows*-based software application your ESI Reseller can provide.

Read the *User's Guide* first. The programming of features requires a clear understanding of **user** interface and application.

Administrator's duties

The System Administrator can perform the following tasks:

- Administering station assignments
- Managing station feature authorization
- Maintaining the employee directory (if it's used)
- Re-recording system prompts
- Administering manual change of Day/Night mode (if required)

User assistance

Each ESI phone system's **Verbal User Guide** includes all of the information printed in the *User's Guide* (except for special features). Additionally, the ESI system users' Web site, **www.esiusers.com,** includes all the information in the *User's Guide*, and more.

Telephone system features

- **ESI Feature Phones** — Compact and stylish, yet rugged, each ESI Feature Phone includes a high-quality speakerphone, large and informative multi-functional display and a specially designed key layout with several dedicated keys to minimize or eliminate the need to memorize codes. ESI's 48-Key Feature Phone comes in a variety of formats: digital, digital with TAPI, IP and Remote IP; each 48-Key Feature Phone model includes an integrated headset jack.[1] Also available: 24-Key Feature Phone, 12-Key Feature Phone, and ESI's Digital Cordless Handsets.
- **Extensive help** — ESI's Verbal User Guide™ uses spoken and displayed help prompts to help everyone from the Installer through the Administrator down to the least experienced end user. Easily accessible with one press of either the **HELP** key on the 48-Key Feature Phone or the **PROG/HELP** combo key on the 24-Key Feature Phone. One can also visit **www.esiusers.com** for comprehensive help.
- **Enhanced Caller ID** — Allows one-touch automatic message return.[2]
- **Live call recording** — Can record any conversation or personal memo, with moving or copying of any recording to another user's voice mailbox (see "Voice mail features," page A.2).
- **Call waiting** — Includes helpful display, showing both calls' Caller ID information, and easy one-key toggling between calls.
- **Conference calling** — Includes six conference bridges, and a conference may contain up to four parties, so the IVX X-Class system can support six conferences of four parties each. Analog phones on the system also may initiate conferences.
- **Esi-Dex™ speed-dialing** — Calls any number using four separate lists (personal, station, system and — when Esi-Link is in use — location); uses Caller ID[1] information or direct keypad entries.

[1] If shipped on or after March 1, 2004.
[2] This and all other references to Caller ID service within this manual assume the end-user organization subscribes to Caller ID service from its telephone service provider.

- **Dedicated overhead paging interface** — Allows for external paging through overhead speakers or multi-zone paging units (amplification required).
- **Intelligent call forwarding** — Lets users of compatible PRI-equipped ESI systems view the original Caller ID data of a call forwarded to an off-premises phone.
- **911 alert** — Provides immediate line access if any station dials **9 1 1** to report an emergency; sends a message via the serial port indicating the start date, time, station number and end-time of the 911; also sounds an audible warning at the operator station and displays, for example:
  911 CALL FROM
  X102 JOHN JAMES

> **Important:** **Don't** make 911 calls using **Remote** IP Feature Phones. Because a Remote Phone isn't connected directly to its local telephone network, one must use a regular phone connected locally, not the Remote Phone, to make 911 or other emergency calls. (For more information, see the documentation included with the Remote Phone.)

- **Status indicator lamp** — Indicates three conditions of the 24- or 48-Key Digital Feature Phone: off-hook, ringing and new voice mail message.
- **Support** for these **options** (for more details, visit **www.esi-estech.com** or consult your ESI Reseller):
  - **Esi-Link** — Allows an multi-site enterprise to network any combination of up to 100 compatible ESI phone systems (or ESI IP Gateways) across an IP-based network.
  - ***VIP***™ — Provides a value-added interface to an IVX X-Class system. Delivers call control and unified messaging to *Microsoft® Outlook® 2000/2002/2003*.
  - **ESI Presence Management** — Provides integrated building entry control, access control, status indication, personal call routing, and (optionally) time and attendance management.

Voice mail features

- **Eight message-on-hold recordings** — Among these are three prerecorded tracks; also supports live entry.
- **Message Recycle Bin** (undelete) — Remembers, and can restore, each mailbox's 10 most recently deleted messages
- **Quick Groups**™ — Makes it easy to leave voice mail messages for several users.
- **Quick Move**™ — Records a conversation into another user's mailbox.
- **Virtual Mailbox Key**™ allows easy monitoring of a second mailbox.

ACD features

- **Routes calls within designated departments for quickest possible call answering.**
- **Uses Digital Feature Phone display** to provide up-to-the-second information on queues and wait times.
- **Delay announcement**.
- **Priority queueing.**
- **Overflow routing.**
- **Optional *VIP ACD Supervisor* and *VIP ACD Agent*** enhance ACD usage; *VIP ACD Supervisor* offers highly useful reports and also gives ability to customize reports.[1]

Feature Phone overlays

Each ESI Feature Phone comes with one overlay for the programmable feature keys. To order additional overlays, visit the DESI™ Web site at *www.desi.com*. You can also download the free *Windows*®-based software, *DESI Lite*, which allows you to print on the overlays. For assistance with DESI products, please consult the DESI Web site.

> **Tip:** Remember that ESI's *Esi-Admin* software, available from your ESI Reseller, also lets you print on the overlays as well as perform other programming tasks.

Programming basics

As mentioned earlier, you may program from **any** ESI 48-Key Digital Feature Phone or 24-Key Digital Feature Phone in the system. Here's how:

1. Press **PROGRAM**. The normal **station** programming menu prompt will begin to play. Press **HOLD** to stop the prompt.
2. Enter the Administrator password[2], followed by **#**. **You are now in programming mode** (during this time, the extension will be automatically placed in DND).
3. Follow the **system** programming menu to program as you wish; and, when finished, hang up.

> **Note:** The system will automatically exit programming mode after 10 minutes of inactivity.

> **Example:** If your Administrator password is *864*, **enter** programming mode by pressing
> **PROGRAM HOLD 8 6 4 #**
>
> (To **exit** programming mode, hang up.)

[1] Report customization requires either *Crystal Reports Standard Edition* or *Crystal Reports Professional Edition* (not available from ESI).
[2] Default is **4 5 6**.

System programming overview

Once you've accessed programming mode on an appropriate ESI Feature Phone, the system will prompt for — and confirm — each keystroke action via voice commands and the display. You program both configuration data and recordings in the same manner.

> **Important:** During programming, the 24-Key Feature Phone's two-line display shares the same content with the top two lines of the 48-Key Feature Phone's three-line display. Therefore, to save space, this manual's sample displays show only two lines.
> **Don't** program using a **12**-Key Feature Phone; its single-line display cannot show some information you'll need during programming.

The following menu shows Administrator programming functions available on the IVX X-Class system:

1 System parameters
- 13 Administrator password
- 14 System clock
  - 141 Set time/date
  - 142 Automatic time setting
  - 143 Clock adjustment
- 17 System speed dial

3 Extension programming
- 32 Extension feature authorization
- 33 Department programming
  - 332 *VIP ACD* parameters
- 37 RFID programming[1]
  - 371 Access schedules
  - 372 RFID tag programming
  - 373 View RFID tag numbers
  - 374 IPM parameters

5 Voice mail programming
- 53 Guest/info mailboxes
- 54 Group mailboxes
- 55 Message notification options
  - 551 Station delivery options
  - 552 Delivery/paging parameters
- 56 Cascade paging mailboxes
- 57 Q & A mailboxes

6 Recording
- 61 Record system prompts
- 62 Record directory names
- 63 MOH programming
  - 631 MOH source
  - 632 Record MOH
  - 633 MOH volume

7 Reports
- 73 ACD department report
- 74 Voice mail statistics report
- 75 System speed-dial list

[1] Valid only if your ESI phone system has ESI Presence Management. If administering such a system, refer to the *ESI Presence Management Administrator's Manual* (ESI part # 0450-0795).

Programming keys

During programming, the first line of the display will show the current **item** being programmed, and the second line will be the **entry** line. You can enter values as directed by the combination of the voice prompts and display. To enter multiple values, such as a list of extension numbers, separate each value by # (to exit the list, enter # #).

To...	Press ...	What this does
Enter	#	Confirms new or existing entry and advances to next programming step.
Back up (*i.e.*, reverse direction)	*	Backs up to previous prompt without changing its value.
Delete	**HOLD**	Deletes data or recording.
Exit	[Hang up]	Exits programming mode and removes extension from DND.
Help	**HELP**	Provides more detailed instructions during programming.
Select/scroll	▼ *(left-side scroll key)*	• During entry of a value, backs up. • If a list is present (">" is displayed), scrolls to left.
	▲ *(right-side scroll key)*	• Selects from options presented. • If a list is present (">" is displayed), scrolls to right. • Inserts a space during entry of a name.

Note: Either **<** or **>** in the display indicates that additional choices or values are available by pressing a corresponding scroll key (▼or ▲).

Entering alphanumeric characters

You enter names for **extensions** and **departments** by pressing the dial pad key that corresponds to the character to be entered. The key's possible entries will change each time the key is pressed, and the display will show this. When the desired character appears on the display, press # to confirm; the cursor will move to the next character position. You may move the cursor left (to correct an entry) by pressing the left scroll key (▼) or move right (to add a space) by pressing the right scroll key (▲).

Key	Options
0	0, - (hyphen), _ (underline)
1	Q, Z, 1, "_" (space)
2	A, B, C, 2
3	D, E, F, 3
4	G, H, I, 4
5	J, K, L, 5
6	M, N, O, 6

Key	Options
7	P, R, S, 7
8	T, U, V, 8
9	W, X,Y, 9
▼ (left scroll key)	Backs up and erases
▲ (right scroll key)	Adds a space
#	[Enter]
# #	Ends the name

Example: To enter a *B*, press **2** twice (the possible options to scroll through are **A, B, C** and **2**). When **B** is displayed, press # to confirm; the cursor will move to the next character to be entered. To complete the name, press # #.

Selectable numbering plan

The selectable numbering plan offers up to three pre-configured numbering plan ranges that begin with 100, 200, and 300. When an extension numbering range is selected, department numbers and guest mailbox numbers are also changed. However, regardless of which extension numbering range is selected, feature codes, CO line groups, cascade mailboxes, group mailboxes, and Q & A mailboxes will stay the same. The numbering plan range is selected in Installer programming.

Selectable numbering ranges

Notes: For each table, ranges different from the default dialing plan appear in **bold**.

The ESI Presence Management RFID Reader[1] uses one digital extension, regardless of the numbering plan chosen.

Selection 100–267 (default)

From	To	Used for
0	0	Operator
100	267	User extensions
280	299	Department numbers
300	489	Guest/info mailboxes

Selection 200–367

From	To	Used for
0	0	Operator
200	**367**	**User extensions**
380	**399**	**Department numbers**
100	**199**	**Guest/info mailboxes**
400	**489**	**Guest/info mailboxes**

Selection 300–467

From	To	Used for
0	0	Operator
300	**467**	**User extensions**
470	**489**	**Department numbers**
100	**289**	**Guest/info mailboxes**

Common to all selections

From	To	Used for
490	499	Q & A mailboxes
—	500	Broadcast mailbox
501	516	Group mailboxes
520	529	Cascade paging mailboxes
550	589	Feature codes
—	599	Overhead paging port
600	699	System speed-dial
700	799	Esi-Link[2] locations or CO line groups (71–76)
8	9	CO line group access

[1] For more information, see the *ESI Presence Management Installation Manual* (ESI # 0450-0792).
[2] Esi-Link will be supported (*i.e.*, in numbering ranges *200–367* and *300–467*) in a future revision of this feature.

Remote setting of day, night, holiday and auto modes

Normally, the system's day/night mode operation will be manually controlled at an ESI Feature Phone and/or set to follow the day/night mode tables (programmed by the Installer) automatically. In addition, the Administrator can remotely change the mode and/or re-record the holiday greeting to handle unexpected closings such as for inclement weather.

Remotely logging into the system with the Administrator password lets the caller re-record the ID 1 greetings (day, night, day2 and night2) and the holiday greeting, as well as change the mode to day/night/holiday/day2/night2 (or auto).

1. At the main greeting, enter ✻ ✻ **4 5 6** # — or ✻ ✻ [the new password] # — to enter remote programming mode.
2. You'll hear prompts that will allow you to change the answer mode (day, night, day2, night2, holiday or auto) and/or to re-record the holiday greeting and the main greeting (ID 1). Follow the prompts to perform the desired operation.
3. Exit by pressing ✻ and hanging up.

Prompts for remote settings: an outline

1 Set answer mode

1 Day mode
2 Night mode
3 Holiday mode
4 Use day/night table*
5 Day2 mode
6 Night2 mode

2 Record holiday main greeting

3 Record daytime main greeting

4 Record nighttime main greeting

5 Record day2 main greeting

6 Record night2 main greeting

> **Note:** If the system is answered live and call is then routed to a mailbox., the Administrator can press **8** to return to the main greeting and then follow the steps for making remote settings.

* This is used if the Installer has programmed an automatic calendar.

(This page included for pagination purposes only.)

Function 1: System parameters

Function 13: Administrator password

These functions will display the existing password and prompt for entry of a new password. The passwords can be 2–8 digits long, followed by #. **The Installer can change either the Installer or Administrator password. Only those functions listed in the *Administrator Manual* can be programmed via the Administrator password.** The default Administrator password is **4 5 6**.

> **Notes:** You can use the Administrator password to access a user's station programming. At the station, when prompted for the user's password, enter either the Administrator password, then follow normal user programming procedures.

Accessing user station programming

Should a user forget his password or if an employee leaves the organization, this feature allows the Installer or Administrator to enter a user's station programming and operate within it as if he were the user. From the user's station, enter the **Administrator** password when the system prompts for the **user** password.

> **Example:** From station 105, entering **4 5 6 #** instead of the user password (**1 0 5 #**) will enter the station's user programming. (Default password shown for this example).

Function 14: System clock

Function 141: Set time/date

1. Enter a new time in a **twelve**-hour format.

> **Example:** Enter **1 2 3 3** for *12:33*, or **3 1 5** for *3:15* (note that you need **no** leading zero for the time).

2. Select AM or PM by pressing a scroll key (either ▼ or ▲).
3. Enter a new date in an **eight-digit** format, **including** leading zeroes.

> **Example:** Enter **0 7 0 4 2 0 0 3** for July 4, 2003 (note that leading zeroes **are** required here, unlike in Step 1).

4. Press # to finish the entry.

> **Note:** A built-in battery maintains the correct time and date, even in the event of a power loss.

Function 142: Automatic time setting

1: Synchronize with Caller ID[1]

This function, when enabled, synchronizes the real-time clock with Caller ID (CID) messaging: call processing compares the time of a CID message to the system real-time clock and, if the difference is more than two minutes, resets the real-time clock to match the time (hours and minutes) of the CID message. The system will analyze each such message (or — if it receives more than four calls with CID information within a one-minute period — as is needed). Select *ENABLE* or *DISABLE* by pressing a scroll key (either ▼ or ▲). Choosing *ENABLE* will allow the CID data to update the time and date.

Default: Disabled.

> **Note:** If you're using Esi-Link, consult your ESI Reseller for additional information.

2: Adjust for Daylight Saving Time

This function, when enabled, causes the real-time clock to adjust itself automatically for Daylight Saving Time (DST). Select *AUTO* or *DISABLE* for DST by pressing a scroll key (either ▼ or ▲). Choosing *DISABLE* is best for those areas that don't observe DST.

Default: Disabled.

> **Note:** If this function is enabled and it causes an automatic time change, the system won't update the real-time clock from either Caller ID messages (Function 1421, *above*) or Esi-Link time synchronization for 25 hours before and 25 hours after the time change is due to be effective (*i.e.*, 2:00 AM Sunday).

Function 143: Clock adjustment

This function lets the Installer or Administrator have the system automatically compensate for a clock that's running too fast or too slow. The clock adjustment speeds up or slows down the clock over a 30-day period by the amount selected. If the system clock is running **slow**, select a **positive** value. If the clock is running **fast**, select a **negative** value.

Range: -2 to +5.5 minutes. **Default:** 0.

> **Example:** If the clock is running two minutes fast over a month, select -2 (minus two minutes)..

[1] Does not work with PRI.

Function 17: System speed-dial

Up to 100 system speed dial names and associated numbers can be stored, in location numbers 600–699, for access by any station. A user can initiate a system speed-dial by dialing the speed dial location number or by accessing the name through the Esi-Dex feature. In Function 32, access to system speed-dial can be denied to individual stations (see page C.1).

> **Note:** System speed-dialing overrides toll restrictions (Function 32, page C.1).

1. Enter the 3-digit location number to program,
2. Enter a **ten-character** name (see "Entering alphanumeric characters," page A.5).
3. Enter the number to be dialed (including the line group 9, 8, or 71–76). Press the left scroll key (▼) to delete any character or digit entered in error.

   > **Important:** When using PRI, **don't** enter a pause ("P") after the line group number. If you do, the system will send all digits after the pause as DTMF digits, and the call won't be completed.

   Here's an example:

1.	2.	3.
Speed-dial number	**Name**	**Number**
601	AUTO RENTL	915552221212

The number dialed in Step 3 can be up to 30 digits long **including** special characters:

Code	What it produces
#	# DTMF tone
*	* DTMF tone
F	Flash hook
P	2-second pause

Use the ▲ scroll key to enter special characters; use the ▼ scroll key to backspace. Press # to confirm the inserted character and continue. Press **# #** to complete the entry.

> **Example:** To create a system speed-dial number that dials *9*, then *214-555-5644*, then pauses for four seconds and finally dials *#104*, enter the following dial string: **9 2 1 4 5 5 5 5 6 4 4 P # P # # #** # **1 0 4** #

Deleting a speed-dial number

To delete an entire speed dial number and name, delete the location number (**6 X X**) by pressing **HOLD** or the left scroll key (▼) during Step 1 in the speed-dialing procedure described above.

(This page included for pagination purposes only.)

Function 3: Extension programming

> **Important:** Where any **gray shading** (▒) appears in an example, it represents values either **unavailable** to the function or **unused** in the particular example.

Function 32: Extension feature authorization

Function 321: Standard feature authorization

An Administrator can allow or deny many extension features on an extension-by-extension basis. A user, however, can only program and use allowed features (by using a combination of voice and display prompts) from his/her phone.

> **Note:** Advanced extension feature authorization is available in Function 322 (see page C.4).

Below is an example of a completed programming worksheet. The programming sequence is:

1. Ext.	2. Name	3. Call wait	4. DND	5. AA block	6. Rec.	7. Svc. obs.	8. Toll allow	9. Sys. spd. dial	10. AutoPage	11. Ext. fwdg.	12. Fwdg. to toll nos.	13. Trk-to-trk xfer	14. Assoc. ext.
XXX	Default	Y	Y	N	Y	N	Y	Y	Y	Y	N	Y	
100	Jane	Y	Y	N	Y	N	Y	Y	Y	N	N	N	
101	Roger	Y	Y	N	Y	N	Y	Y	N	N	N	N	X206†
102	Sally	Y	Y	N	N	N	Y	Y	Y	N	N	N	
110*	Bill	Y					Y	Y	N	N	N	N	

The programming steps are:

1. **Extension number** — Enter the extension number to program.
2. **Extension name** — Name the extension (if not previously named in Installer programming.

For each of the following features, press a scroll key (▼ or ▲) to select *YES* or *NO*.

3. **Call waiting** — Allows the user to turn call waiting on or off for his station.[1]
4. **Do not disturb** — Allows the user to activate DND from his station.
5. **Auto attendant block** — Blocks calls from being transferred to the station from the auto attendant; follows the extension's call forward day/night as programmed by the Installer.
6. **Live recording feature** — If enabled, will allow the user to record conversations.
7. **Service observing** — Allows the user to monitor the conversations of those stations listed in the **service observing list** for his/her station. If this is enabled, you must enter a list of allowed extensions.

   > **Note:** A Department number can be entered as an extension in the Service Observing list and will then automatically include all members of the Department even if the members of the Department are later changed.

8. **Toll restriction** — "YES" allows the user to place toll calls. If you select "NO," the user can make only either non-toll calls or calls to numbers listed in the allow exception table.
9. **System speed-dial** — "YES" allows the user to access and place system speed-dial calls.

(Continued)

† An example of a digital Cordless Handset.
* An example of an analog phone.
[1] Analog stations programmed as FAX or MODEM can't have call waiting.

10. AutoPage — Lets the user turn AutoPage *(defined below)* on or off at his/her station.

> **Note:** This feature is used in conjunction with the directory names recorded in Function 62 and is not active until a directory name is recorded for the extension.

If the station user has his/her mailbox set to answer with personal greeting 3 and a caller presses **3** to page that user, this feature automatically pages the station user in the page zones entered in Function 31. If no page zone is entered, all ESI phones on the system are paged.

Default: Enabled.

> **Note:** When AutoPage is enabled, the IVX X-Class system will use the last installed idle digital port to perform the page. Therefore, if a phone is on the last installed port (*e.g.,* X111 on a system with only a 612 Card), the phone's user may experience a brief delay in telephone operation if he/she picks up the handset (or presses **SPEAKER**) **during** the AutoPage.

11. External forwarding — Allows the station user to use the call forwarding/off-premises and off-premises "reach-me" features. See the *User's Guide* for more information about these features.

Default: Enabled.

> **Note:** After the system dials the external forwarding number, it will play a prompt saying, *"You are receiving a forwarded call. Press any key to accept."* This prompt will play continuously for 30 seconds. If the forwarded call is answered and the called person dials a digit, the forwarded call will be connected to that person. If no digit is dialed, the caller is automatically forwarded to voice mail. While the two lines (trunks) are connected, the system constantly monitors the line for open loop conditions (hang-up). If an open loop is detected on either line, the call is disconnected. The system also monitors for voice activity on the connected lines; if voice is no longer detected, the call is disconnected. Finally, if both lines are connected for more than 60 minutes,[1] the call will be disconnected.

12. Forwarding to toll numbers — This feature is used in conjunction with external forwarding (see previous item). When enabled, this feature lets the user program a long-distance number for external forwarding.

Default: Disabled.

(Continued)

[1] Default timer setting. To adjust this, contact ESI Technical Support.

13. **Trunk-to-trunk transfer** — When enabled, this lets the station user initiate a **trunk-to-trunk transfer.** The user, while connected to a CO line, can press **TRANSFER**, dial an off-site number and then complete the trunk-to-trunk transfer by simply hanging up. Both outside parties are then connected. A station user also can set up a conference call and then drop out of the conference, leaving the other members conferenced.

    This feature **must** be enabled for external call forwarding to succeed.

    Default: Enabled.

> **Important:** USE OF FEATURES, SUCH AS TRUNK-TO-TRUNK TRANSFER, THAT REQUIRE TRUNK-TO-TRUNK CONNECTIONS WILL INCREASE THE RISK OF TOLL FRAUD. IN NO EVENT SHALL ESI (ESTECH SYSTEMS, INC.) BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER INCLUDING, BUT NOT LIMITED TO, FRAUDULENT TOLL CHARGES, LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTIONS OR ANY OTHER COSTS OR DAMAGES RELATED THERETO ARISING FROM THE USE OF THESE FEATURES.

14. **Associated extension** — Enter the desired Cordless Handset extension. This creates a **relationship** that allows use of the **Quick Switch key**. For information about the Quick Switch key, consult the *User's Guide* (ESI # 0450-0366). This field is not available for an extension using a 12-Key Feature Phone, 16-Key Feature Phone, or Cordless Handset.

Example: Here is a portion of a completed programming worksheet for extension feature authorization. Note that:

- Extension 100 cannot record calls but **can** make toll calls (except those listed in the deny table) and can access the system speed-dial numbers.
- In comparison, Extension 102 cannot make general toll calls but also can call any system speed-dial number, **even if it's a toll call**, even those listed in the allow table.
- (Extension 112 doesn't have DND, AA block, record or service observing capability because it's an analog port.)

1. Ext.	2. Name	3. Call wait	4. DND	5. AA blk.	6. Rec.	7. Svc. obsv.	8. Toll allow	9. Sys. spd. dial	10. Auto-Page	11. Ext. fwdg.	12. Fwdg. to toll nos.	13. Trunk-to-trunk xfer	14. Assoc. ext.
100	Jane	Y	Y	N	N	N	Y	Y	N	N	N	N	
102	Sally	Y	Y	N	Y	N	N	Y	Y	N	N	N	
112*	Bill	Y					Y	Y	N	N	N	N	

Paired ESI Feature Phone/analog phone operation

For someone wishing to have an ESI Feature Phone (Digital or IP) in his office and an existing analog cordless phone for roaming the building, program as follows:

1. Create a call-forward key on the ESI Feature Phone to forward to the analog cordless phone.
2. Assign the analog cordless phone's call forward busy/no answer to the ESI Feature Phone's mailbox.

The user will then have all of his messages in one location (but can retrieve them from either phone).

* An example of an analog phone.

Function 322: Advanced extension feature authorization

This function allows authorization of some other ESI features, particularly those involving licensing.

Below is an example of a completed programming worksheet.

1. Ext.	2. Name	3. *VIP*	4. Type	5. Auto-record	6. Record threshold	7. *VIP ACD Supervisor* dept(s).
XXX	Default	N				
100	Jane	Y	Attendant	N		
101	Roger	Y	Pro	Y	30	
102	Sally	Y	VIP			
103	John	Y	Agent	Y		
104	Dave	Y	Supervisor	Y		290, 291
110*	Bill	N				

The programming sequence is:

1. **Ext.** — Enter the extension number to program.
2. **Name** — Enter the name of the extension.

> **Note:** For more information on the *VIP* family of software applications mentioned in steps 3–6, refer to the *VIP Setup and User's Guide* (ESI # 0450-0513) and the *VIP ACD Supervisor Setup and User's Guide* (ESI # 0450-0986).

3. ***VIP*** — Scroll to enable *(YES)* or disable *(NO)* the extension to use *VIP* or a *VIP Professional*-compatible application.[1]

> **Note:** If you select *NO* in this step, the remaining steps are non-applicable and won't appear.

4. **Type** — Scroll to select which type of *VIP* application the extension can use.

   Choices: *VIP* (regular *VIP*), *PRO* (*VIP Professional*), *ATTEND (VIP PC Attendant Console)*, *SPVR (VIP ACD Supervisor)*, and *AGNT (VIP ACD Agent)*.

> **Note:** If you select *VIP* in this step, the remaining steps are non-applicable won't appear.

5. **Auto-record** — Scroll to enable *(YES)* or disable *(NO)* the extension for auto-record. This feature requires appropriate licensing[2] and is available only for users of *VIP Professional*-compatible applications.

> **Note:** If you select *NO* in this step, the remaining steps are non-applicable won't appear.

6. **Record threshold** — Enter the number of auto-recordings that an authorized extension can make before all recording functionality is disabled. For information on auto-recording, consult the *VIP Setup and User's Guide* (ESI # 0450-0513).

   Range: 5–40. **Default:** 30.

7. ***VIP ACD Supervisor*** departments (this step appears only if you selected *SPVR* in step 3) — Enter the ACD department numbers for which this extension is a supervisor.

   Maximum: 4.

---

* An example of an analog phone.

[1] *VIP Professional, VIP PC Attendant Console*, *VIP ACD Supervisor*, or *VIP ACD Agent*.

[2] IVX X-Class supports up to eight auto-record licenses.

Function 33: Department programming

Function 332: VIP ACD *parameters*

This function establishes settings to be used for *VIP ACD*. It covers programming for the **database owner**, the **real-time display clearing**, and the **service level**.

> **Note:** See also the *VIP ACD Supervisor Setup and User's Guide* (ESI # 0450-0986).

Function 3321: Assign database owner

Enter the extension that will be the *VIP ACD* database owner (the *VIP ACD Supervisor* extension that collects and stores ACD events in the ACD event database). Only one extension is needed, regardless of the number of ACD departments in the system.

> **Important:** This extension **must** keep its *VIP ACD Supervisor* application running **at all times**, in order to collect event records that will be stored in the ACD event database.

Function 3322: Manual real-time display clearing

Enter the number of the department whose real-time statistics are to be cleared.

Clearing the real-time statistics resets the counters in the *VIP ACD Supervisor* **Department Details** (real-time statistics) display to zero, so new statistics can be calculated until the display is manually or automatically cleared again.

Function 3323: Automatic real-time display clearing

At a programmed time, this function clears the real-time statistics, which automatically resets the counters in the *VIP ACD Supervisor* **Department Details** (real-time statistics) display to zero. Only one clearing time can be set per department.

1. Enter the department number.
2. Select *ENABLED* or *DISABLED*.
   Default: *DISABLED*.
3. Enter the time (in 24-hour format) when the department's real-time statistics are to be cleared.
   Range: 00:00–23:59. **Default:** 00:00.

Function 3324: Service level

This function sets the **threshold time**, in minutes and seconds, by which **service level** is determined for the *VIP ACD Supervisor* **Department Details** display. The service level is calculated by dividing the number of calls answered within the threshold by the last 30 calls presented to the queue. (The number of calls used to make this calculation — 30 — is rolling and can't be adjusted.)

> **Example:** The threshold time is set to 02:00 (two minutes, zero seconds; that's the default). Thus, each call must be answered within two minutes from the time it goes to the department. If 30 calls are presented and the department agents answer 20 of them within each call's two-minute threshold time, the service level is 67% (20 ÷ 30 = 0.6667). This percentage will appear in the supervisor's **Department Details** display.

Range: 00:00–16:00 (zero to 16 minutes). **Default:** 02:00.

Function 37: RFID programming

This function relates to ESI Presence Management only, and covers several steps needed to:

- Program RFID tags.
- Access scheduling.
- View tag numbers.
- Set ESI Presence Management parameters.

> **Note:** For more information about ESI Presence Management, consult its *Installation Manual* (ESI # 0450-0792).

Function 371: Access schedule programming

Access schedules are used to allow or deny door access with electronic keys ("RFID tags" on the system display) at certain times of the day. Up to seven access schedules can be programmed. Each schedule has an allow access time and a deny access time for each day of the week. By default, all access schedules allow access 24 hours a day, seven days a week.

> **Note:** Access schedules don't take effect until the **current** time has passed the **next schedule** time. For example: if you program a schedule time to deny access Wednesdays at 5:30 PM but it's **already** 5:45 PM on Wednesday when this programming occurs, the change won't take effect until the **following** Wednesday.

1. Using the scroll keys, select the access schedule to be programmed. Press # to confirm.
Range: 1–7.

> **Note:** Schedule 0 (default of full-time access) isn't selectable.

```
ACCESS SCHEDULES
1-ACC SCHED1 >
```

2. Enter the name of the schedule (up to 10 characters in length).
Press # to confirm.
Default: ACC SCHED[x], where *[x]* represents the access schedule selected in step 1.

```
ACC SCHED1
NAME:
```

3. Use the scroll keys to select the day of the week to program for the selected access schedule.
Press # to confirm.

```
ACC SCHED1
DAY: MONDAY >
```

If you haven't yet assigned a allow time (see next step) for this schedule, the display will show something like:

```
ACC SCHED1 MON
NO ALLOW TIME
```

(Continued)

4. Enter the **allow time** — the time when an electronic key user can begin controlling door locks — in **12**-hour format. (To **delete** an entry, press **HOLD**.)
Press # to confirm when done.

```
ACC SCHED1 MON
ALLOW: 900
```

5. Select *AM* or *PM* by pressing a scroll key. Press # to confirm.

```
ACC SCHED1 MON
ALLOW: 900 AM
```

If you haven't yet assigned a deny time (next step) for this schedule, the display will show something like:

```
ACC SCHED1 MON
NO DENY TIME
```

6. Now, enter the **deny time** — the time when an electronic key user begins to be denied door lock control — in **12**-hour format. (To **delete** an entry, press **HOLD**.)
Press # to confirm when done.

```
ACC SCHED1 MON
DENY: 700 >
```

7. Select *AM* or *PM* by pressing a scroll key. Press # to confirm.

```
ACC SCHED1 MON
DENY: 700 PM
```

8. Press # again to exit the function, **or** select another day of the week by using the scroll keys and then go back to step 4.

Function 372: RFID tag number programming

As described earlier in this document, each electronic key has an embedded unique **RFID tag number**. This function is used to associate each RFID tag number to an extension or mailbox for Personal Call Routing and presence indication (except mailboxes). If Personal Call Routing or presence indication is not desired **but** access control is required, enter **0** instead of an extension or mailbox number.

1. Enter an RFID tag number, **or** use the scroll keys to select from the list of tag numbers.

> **Note:** If using any RFID features — *i.e.*, if using ESI Presence Management for anything more than its doorphone capabilities — you should save time by first scanning the electronic keys at any ESI Presence Management RFID Reader connected to the system. The system will store the electronic keys' tag numbers automatically, and you can use the scroll keys to select the tag numbers to be assigned.

To **delete** a tag number, press **HOLD**.) Press # to confirm.

```
TAG ID: 2
9012345678 >
```

The tag ID is the list index of the RFID tag number.

> **Note:** If a tag number is entered manually but the 500-tag limit has been exceeded, "LICENSE EXCEEDED" will appear on the display. Therefore, you must **either** delete one or more unassigned tag numbers **or** purchase additional licenses to add new tag numbers. If you need help with licensing issues, contact your ESI Reseller.

2. Enter the extension or mailbox number to which you wish to assign the tag number. If **no** extension or mailbox is to be assigned this tag number, press **0**. (To **delete** an entry, press **HOLD**.) Press # to confirm.

```
RFID TAG PROG
EXT OR MB:
```

3. Enter the extension numbers of up to 10 ESI Presence Management RFID Readers for which this tag is allowed to control door access. To give the tag access to **all** doors, press **FLASH**. (To **delete** an entry, press **HOLD**.) Press # after **each entry** and then press # again to confirm (in other words: after the last entry, you'll press # twice).

> **Note:** If all ESI Presence Management RFID Readers are allowed, "ALL" will appear on the second line.

```
DOOR ACCESS:
123 124 138 >
```

4. Use the scroll keys to select an **access schedule**. Access schedules are used to allow or deny door access with an electronic key at certain times of the day. Each day of the week can have a **start time** to allow access and a **stop time** to deny access. To allow **constant** ("full") door access, select *0 - FULL.* Otherwise, select a schedule to restrict access. The schedule name will appear. **Range:** 1–7. **Default**: 0 (full)

> **Note:** You assign access schedules in Function 371 (see page C.6).

```
ACCESS SCHEDULE:
0 - FULL >
```

Function 373: View RFID tag number

This is used to display tag numbers that are associated to extensions or mailboxes. You can only view tag numbers with this function. You cannot change any tag numbers or assignments.

Enter the station or mailbox number to display, and then press #. If there's an RFID tag number assigned to that extension or mailbox, it will appear.

```
RFID TAG DISPLAY
EXT:
```

Tip: You can use *Esi-Admin* to print out a list of assigned tag numbers.

Function 374: ESI Presence Management parameters

Playing prompts

This determines whether the system plays a prompt — and, if so, which one — when the ESI Presence Management RFID Reader reads an electronic key. Select *YES* to enable playing of the prompt or *NO* to disable playing of the prompt.
Default: *YES* (a prompt will play).

```
EPM RFID READER
PROMPTS: YES >
```

When this function is set to *NO*, no prompts will play through the ESI Presence Management RFID Reader. When "EPM RFID Reader prompts" is set to *YES*, prompts will play as shown below. (These prompts can't be customized.)

When the RFID Reader displays:	It plays this prompt:
WELCOME	"*Welcome*"
GOODBYE	"*Goodbye*"
ACCESS DENIED	"*Invalid Entry*"
LICENSE EXCEEDED	"*Error*"
ERROR *READER FULL*	"*Error*"

Enable/disable sending time and attendance records

Notes: The NSP must be programmed and connected to a local area network for time and attendance record collection.
Only ESI Presence Management RFID Readers programmed as type **ENTRANCE/EXIT** (Function 31) generate time and attendance records.

This parameter is used when the optional *ESI TimeLine* time and attendance management software application is used in conjunction with the ESI Presence Management RFID Reader.

Use the scroll keys to enable or disable time and attendance records, and press # to confirm.

Default: Disabled.

Function 375: RFID Reader parameters

This function is used to adjust the doorphone speaker volume of each RFID Reader.

1. Enter the extension number of the RFID Reader.

```
EPM READER SET
EXT:
```

2. Select the volume level by using the scroll keys.

```
X211 FRONT DOOR
VOLUME: 6    >
```

Range: 1–8, with *8* as the highest. **Default:** 4.

Function 5: Voice mail programming

To simplify initial installation, all programmed extensions will automatically have the generic personal greeting, *"You have reached the mailbox for extension* [xxx]*."* The mailbox user should replace this with a personalized greeting. Each guest/info, group, cascade paging or Q & A mailbox must have a greeting recorded for the IVX X-Class system to consider the mailbox active.

> **Important:** A mailbox will not receive broadcast messages until a greeting has been recorded for it. Additionally: if the default greeting is deleted, the mailbox will be considered inactive.

If a programmable feature key is programmed as a Virtual Mailbox Key with any mailbox number, the key's LED will blink, to indicate that new messages exist.[1] To retrieve messages from a station, press **VOICE MAIL** ∗ and then either press the Virtual Mailbox Key or enter the mailbox number. To record a greeting, press **PROGRAM** ∗ and enter the mailbox number; then press # to confirm, and follow the prompts. The default password is the mailbox number. To retrieve messages from the outside, press ∗ and enter the mailbox number **during the Main Greeting.** To enter mailbox programming from any ESI Phone on the system, press **PROGRAM** ∗ and enter the mailbox number.

Function 53: Guest/info mailboxes

Mailboxes numbered 300–489 can be programmed as either a guest or info mailbox. Enter the mailbox number and select *Guest* or *Info* by pressing a scroll (▼ or ▲) key.

Guest mailboxes

Guest mailboxes are designed to be used by personnel, such as in outside sales or manufacturing, who don't have an extension assigned to them. A guest mailbox requires no programming other than the assigning of a name. The maximum recording length is controlled by Function 51; the default is 10 minutes.

> **Notes:** A guest mailbox can be handled like a regular extension (*i.e.,* listed in the directory, assigned a station key, etc.), and is password-protected by default.
>
> Guest mailboxes do not support either AutoPage or off-premises "reach-me."

Default: 300–489 as guest mailboxes.

Info mailboxes

Info mailboxes can be used to give callers information on a variety of different subjects by "publishing" these mailbox numbers. Info Mailboxes are identical to Guest Mailboxes except that the caller will not be given a record tone after the personal greeting (the information to be played). Instead, the caller will be forwarded as programmed in this function (default is the caller will be disconnected after the information is played). The maximum length of the record time is 14 minutes. Guest/info mailboxes are created or deleted here, but are turned "on" only when a personal greeting (the information to be played) has been recorded. Deleting the personal greetings will turn "off" the mailbox.

To record a greeting, press **PROGRAM** ∗ and the mailbox number; then press # to confirm, and follow the prompts; the default password is the mailbox number.

Below is an example of a completed Programming Worksheet, showing the sequence of programming:

1. MB	2. Name	3. Type	4. Ext. fwd.	5. Line grp.	6. CF day	7. CF night
400	Dana	Guest	Y	9		
402	Literature	Info			MB 302	MB 302

[1] Otherwise, the key is a station key that allows for single-key transfer of a call with no message indication.

Each programming step is defined as follows:

1. **Mailbox number** — Enter a guest mailbox number.
2. **Name** — The mailbox name is used for the display, reports, and as a programming aid. The name length can be no longer than 10 characters (see "Entering alphanumeric characters," page A.5).
   Default: The Mailbox number.
3. **Type** — Select a mailbox type: Guest or Info.
   Default: Guest.
4. **External forward** *(guest mailbox only)* — A guest mailbox can be set to allow off-premises "reach-me."
   Default: No.
5. **Line group** — Used for off-premises "reach-me."
   Default: 9.
6. **and 7. Call forward** *(info mailbox only)* — An info mailbox can be set to call forward after the personal greeting has played to an extension, department, a mailbox or a branch ID for day mode and differently for night mode.
   Default: ID9999 (automatic disconnect).

Function 54: Group mailboxes and the broadcast mailbox

Broadcast mailbox

Mailbox 500, the **broadcast mailbox,** is a special group mailbox which can be used to leave messages for all of the system's station users (extensions 100–183) who have recorded a personal greeting. The broadcast mailbox's user list cannot be edited. Guest mailboxes are not included in the broadcast group.

Group mailboxes

You can assign up to 16 group mailboxes (501–516) to the IVX X-Class system; each group mailbox can have up to 32 members. Anyone who knows the password can leave messages for all users listed as members of that group and who have recorded a personal greeting. The Installer, Administrator or group mailbox "owner(s)" may set or change the list of Group Mailbox members. To record a greeting, press **PROGRAM** ∗ and the mailbox number; then press # to confirm, and follow the prompts. The default password is the mailbox number.

Important: A group mailbox is turned "on" (able to record and playback messages) **only** when its "owner" has recorded a greeting for it, such as *"This is the group mailbox for East Coast Regional Sales."* Similarly, deleting the group mailbox greeting will turn "off" the group mailbox; any outstanding messages will remain in its members' mailboxes until erased by each member.

Notes: If *0* (zero) is programmed as the password, **anyone** can leave group messages or program the Group Mailbox.
If a user saves a group message, it will be saved as a new message.
Broadcast and group mailboxes can have a maximum of 48 messages per mailbox.

1. MB	2. Group member mailboxes' numbers
501	102 104 106 107 122 303 314

Here is the programming sequence:

1. **Enter the group mailbox number** — Range: 501–516.
2. **Enter group member mailboxes' numbers** — Separate each by #; enter # # to end the list.
   Range: User mailboxes and guest mailboxes.

Function 55: Message notification

On a mailbox-by-mailbox basis for user or guest mailboxes, the system can be programmed to call an off-premises number or another extension to deliver messages and/or dial to an external commercial paging network to activate a user's pager. The IVX X-Class system will call and/or page when the first new message has been left in a mailbox and will repeat (at the interval of minutes programmed in this function) until the new message(s) have been deleted, saved or moved.

The user can program the numbers and delay and can also select to have only messages marked as urgent delivered.

The Installer and Administrator can set, on an individual-station basis:

- The number to be called
- A delay period
- The number of attempts (maximum of 99)
- The interval between attempts
- A "quiet period" to suspend phone delivery — *e.g.*, late at night (the quiet period is an on-and-off time that applies to all days of the week)

Function 551: Station delivery options

Programming of the station options, as shown below, can be performed by the Installer or Administrator. In addition, the user can change his phone number and pager number (but not phone or pager delay time). The phone number's maximum length is 24 digits.

	1. Number	2. Delay	3. Attempts	4. Interval	5. Quiet on	6. Quiet off
1. Phone	2145556789	30	6	60	10:30PM	7:15AM
2. Pager	2145551234	0	10	30		

To program, enter the extension number to program and select phone or pager to program. Then, enter:

1. **Phone/pager number** — The number to be dialed (**without** the CO line Group *[9, 8* or *71–76).*

> **Note:** Use the ▲ scroll key to enter special characters; use the ▼ scroll key to backspace. Press # to confirm the inserted character and continue. Press # # to complete the entry. To change the number, delete and then re-enter it.

2. **Delay** — How many minutes the system is to wait before dialing the phone or pager number. This allows the user to pick up a message if he is in the office.
   Range: 0–500. **Default:** 0.
3. **Attempts** — How many times that the system will call/page.
   Range: 0–99. (0 turns off delivery.) **Default:** 3.
4. **Interval** — How many minutes should elapse between attempts.
   Range: 10–1440. **Default:** 30.
5. **Quiet period on** — When the quiet period should begin.
   Default: (None.)
6. **Quiet period off** — When the quiet period should end.
   Default: (None.)

Function 552: Delivery/paging parameters

The sequence of programming is as follows:

1. **CO line access** — Enter the CO line group (9, 8, or 71–76) that is to be accessed for delivery. **Default:** 9.
2. **Maximum lines** — Enter the maximum number of lines (in the selected CO line group) that the system can access simultaneously. Make enough lines available to accommodate high notification traffic (but be careful: if you make available **all** lines in the selected line group **and** high notification traffic occurs, the system could tie up all lines).
   Range: 1–19. **Default:** 1.
3. **Pager dialing pause** — When paging, the IVX X-Class system will send the mailbox number to be shown in the pager's display. To allow time for the paging service to answer, enter the pause, in seconds, to occur between when the IVX X-Class system dials the pager number and when it then dials the mailbox number.
   Range: 0–20. **Default:** 6.

Function 56: Cascade notification mailboxes

In addition to individual mailbox paging, IVX X-Class can support up to 10 cascade notification mailboxes. These can be assigned to anyone who requires escalating levels of notification beyond the single level available in all user mailboxes. In this function, you program the notification numbers and number of times each is to be notified before the next notification number is dialed; additionally, the mailbox owner can program these settings. To record a greeting, press **PROGRAM** ∗ and the mailbox number; then press # to confirm, and follow the prompts. The default password is the mailbox number. The maximum recording length is controlled by Function 51; the default is 10 minutes.

Cascade mailbox options

The user can program up to three external numbers, of up to 24 digits each, to be called or paged whenever the mailbox takes a new or urgent message. The system will dial the first number (for the number of times listed), then dial the second paging number (for the number of times listed), and finally dial the third number, continuing in this sequence to call all three numbers until the message has been retrieved.

1. MB	2. 1st Number	3. Type	4. Attempts	5. 2nd Number	6. Type	7. Attempts	8. 3rd Number	9. Type
520	2145553232	PHONE	2	2145554254	PHONE	3	2145555452	PAGER

To program this, enter:

1. **The mailbox number** — **Range:** 520–529. [Then press **1** to enter number programming, and proceed to Step 2.]
2. **First number** — The number to be dialed (**without** the CO line Group).
3. **Type** — *PHONE* or *PAGER*. Use scroll keys to select.
4. **Attempts** — How many times the system will call before adding the second number.
   Range: 0–99 (*0* immediately pages all numbers). **Default:** 1.
5. **Second number** — The number to be dialed (**without** the CO line Group).
6. **Type** — *PHONE* or *PAGER*. Use scroll keys to select.
7. **Attempts** — How many times the system will call before adding the third number.
   Range: 0–99. **Default:** 1.

(Continued)

8. **Third number** — The number to be dialed (**without** the CO line Group).
9. **Type** — *PHONE* or *PAGER*. Use scroll keys to select.

> **Note:** Use the ▲ scroll key to enter special characters; use the ▼ scroll key to backspace. Press # to confirm the inserted character and continue. Press # # to complete the entry.
> To change the number, delete and then re-enter it.

Cascade notification parameters

The cascade notification mailboxes will use the same CO line group and pager dialing pause as programmed in Function 552 (see page D.4).

Notification interval

To program the notification interval parameter for a cascade notification mailbox:

1. Enter the mailbox number *(520–529)*.
2. Press **2** to set parameters for the mailbox.
3. Enter the number of minutes for the interval between attempts.
   Range: 1–1440. **Default:** 30.

Function 57: Q & A mailboxes

You can create up to 10 **question and answer (Q & A) mailboxes** (490–499). Each Q & A mailbox owner can record up to 10 questions. The questions are recorded in the same manner as recording users' multiple personal greetings (see *User's Guide*). The individual answer segments recorded by the caller are stored as a single message, with the answer segments separated by short beep tones. Each answer segment's maximum length will be as programmed by the Installer. Normal message handling capability — delete, save, etc. — applies to the entire message (all segments).

The caller, when recording each answer, can be instructed to conclude by pressing **1** or to pause for the next question (the system advances when it detects either a 3-second period of silence or the pressing of **1**) — *e.g., "Record your name at the tone and press 1 when finished"… "Record your address at the tone and press 1 when finished."* If the caller fails to respond to two questions in a row, the system disconnects the call.

> **Important:** This programming creates or deletes Q & A mailboxes, but these mailboxes are turned "on" **only** when the mailbox owner has recorded questions. Similarly, deleting all questions turns "off" the mailbox.

To record questions, press **PROGRAM** ✻ and the mailbox number; then press # to confirm, and follow the prompts. The default password is the mailbox number.

Here is an example of a completed programming worksheet (numbers correspond to steps on next page):

1. MB	2. Name	3. CF day	4. CF night
490	Employment	ID 9999	ID 9999
491	Survey	ID 9999	ID 9999

(Continued)

Each programming step is defined as follows:

1. **Mailbox number** — Enter a mailbox number 490 to 499.
2. **Name** — The mailbox name is used for the display, reports, and as a programming aid. The name length can be no longer than 10 characters (see "Entering alphanumeric characters," page A.5).
   Default: The mailbox number.
3. **& 4. Call forward** — A Q & A mailbox can be set to call forward, after the last question has been answered, to an extension, department, a mailbox or a branch ID for day mode and differently for night mode.
   Default: ID9999 (automatic disconnect).

Tip:	If you need a Q & A mailbox with more than 10 questions, set the call-forwarding to **another** Q & A mailbox.

Function 6: Recording

Function 61: Re-record system and auto attendant branch prompts

The IVX X-Class system plays the **system prompts** to an outside caller at different points in the call routing or mailbox functions. These system prompts have been pre-recorded at the factory but you may re-record them, if preferred — *e.g.,* in a different voice or with different instructions.

The **auto attendant branch prompts** (such as the main greeting or sub-menus) are also recorded here — enter the branch ID number as the prompt number.

For both system prompts and branch prompts, the maximum record length is five minutes per prompt.

Recording a prompt

1. Practice the prompt by recording and re-recording (start and stop by pressing **1**).
2. When satisfied with its quality, press # to confirm.

> **Note:** Deleting a system prompt by pressing **HOLD** (instead of #) restores to the default recording.

System prompts

- **Busy Prompt: 530** — Plays to the outside caller if an extension is busy.
  Default: *"That extension is busy."*
- **No Answer Prompt: 531** — Plays to the caller if an extension does not answer.
  Default: *"That extension does not answer."*
- **Hold Prompt: 532** — Plays to the caller who makes a menu selection or enters an extension number.
  Default: *"One moment, please."*
- **Q/Z Prompt: 534** — Plays to a caller who has selected an alphabetic directory; instructs the caller to press **1** for the letters *Q* or *Z* since these two letters do not appear on the phone keypad; plays at the end of the first directory prompt (but only if a name in the directory starts with a *Q* or *Z)*.
  Default: *"For the letters* Q *or* Z*, use key number 1."*
- **No Names Matched Prompt: 535** — Played to the caller if, in a directory branch, the first letter he/she selected does not have any names associated with it, or if he/she has listened to all of the names played and has not made a selection. After playing the prompt, the IVX X-Class system forwards the call to the extension, branch or mailbox as programmed in call forward no response.
  Default: *"No names matched; one moment please."*
- **End of Message Prompt: 537** — Plays after a caller leaving a message presses **1** to stop recording; the prompt then tells the caller his/her options.
  Default: *"To continue this recording, press 1; to return to the main menu, press 8; or, if finished, press ∗ and hang up."*
- **ACD Queue Announcements: 538, 548, 558, 568, 578, 588** — The first prompt played to a caller when all extensions are busy in an ACD department.
  Default: *"All agents are currently assisting other customers. Please hold; your call will be answered in the order received."*
- **ACD Second Announcements: 539, 549, 559, 569, 579, 589** — Periodically played to callers on hold in an ACD department when all extensions are busy. (Consult your ESI Reseller for information about assigning the ACD Second Announcement.)
  Default: *"All agents are still busy assisting other customers. Please hold; your call will be answered in the order received."*

(Continued)

- **Holiday Main Greeting Prompt: 540** — Plays to callers when the system has been manually placed in holiday mode.
  Default: *"Thank you for calling. Our office is closed in observance of the holiday. You may dial your party's extension, at any time, or please call back during regular business hours."*

> **Note:** While in holiday mode, IVX X-Class follows night mode programming for call routing. The day/night mode setting and holiday greeting can be activated remotely (see "Remote setting of day, night and holiday modes," page A.7).

- ***VIP PC Attendant Console* Queue Prompts: 648, 649, 650, 651** — Plays to callers when they are automatically or manually placed in the Attendant Queue in *VIP PC Attendant Console*.
  Default: *"All attendants are currently busy. One moment, please."*

Function 62: Record directory names

This function is accessible only if a directory branch has been created as part of auto attendant programming. Enter the extension number and record the name. If this is a by-alpha branch, the system will automatically set the name key using the name assigned in Functions 31, 33, or 53; if necessary, enter a different name key.

> **Important:** Make photocopies of the blank worksheet for preparing directories and making future changes. As names change, you can enter this function and change any field.

1. Ext.	2. Recorded name	3. Key
102	John Jones	**5 6 4**
113	Janet Smith	**5 2 6**

Each programming step is defined as follows:

1. **Extension number** — Enter the extension number for the directory name.
2. **Record name** — Press **1** to begin recording and press **1** again when finished.
3. **Name key** — (Necessary if the directory type is alpha (ask your ESI Reseller if you're not sure).] Enter the numeric equivalent to the letters appearing on a phone keypad (for Q or Z, use *1*). Up to three numbers may be entered. Your ESI Reseller can give you more information.

A by-alpha directory branch allows the caller to be connected to a system user by selecting his/her name from a directory. The alpha directory has two prompts: the first instructs the caller to enter the first **three letters** of the individual's first or last name; the second instructs the caller to press # when he/she hears the desired individual's name. The system then plays the matched names to the caller, in alphabetical order.

With the name key set to three digits, when a caller selects a directory branch and dials only one or two digits to select a name, the system will wait three seconds for the entry of another digit. If the system receives no other digit within that time, the auto attendant will begin to play, in alphabetical order, the subset of directory names bounded by the digits dialed.

> **Examples:** Caller dials **5** and waits three seconds. The system plays names beginning with *J, K,* and *L*.
> Caller dials **3 2** and waits three seconds. The system plays names beginning with *DA* through *FC*.
> Caller dials **7 7 2**. The system plays names beginning with *PPA* through *SSC*.

If a user dials **more** than three digits, the system ignores the additional digits (except for the # key, which signals the directory to connect the caller to the extension or department associated with the directory entry that's playing).

> **Note:** To re-record the prompt that says, "Enter the first three letters of the person's last name," you must enter Function 61 and then enter the ID number of the directory branch.

Function 63: Message-on-hold (MOH) programming

MOH can be:

- A live feed from an external music source connected to the **MOH** connector located on the side of the cabinet.
- One of three default, generic MOHs pre-recorded by the factory.
- One of up to five custom MOHs loaded into the system by using a cassette recorder connected to the MOH connector.

> **Note:** If ACD is used, we recommend that you use Prompt 590, Prompt 591 or a custom prompt without periodic "voice-overs," since the ACD Hold Prompt **also** will be played while a caller is on hold.

Function 631: MOH source

This selects the source for the system (or only tenant 1, if tenant service is enabled) that will be played to callers on hold.

Code	Without tenant service enabled	With tenant service enabled
590	Live external source*	[same]
591	Pre-recorded music	[same]
592	Pre-recorded with *"please continue to hold"*	[same]
593	Pre-recorded with *"dial 0 or extension from hold"*	[same]
594	Customer-recorded message on hold	Customer-recorded message on hold
595	Customer-recorded message on hold	Customer-recorded message on hold
596	Customer-recorded message on hold	**Tenant 2** customer-recorded message on hold [fixed]
597	Customer-recorded message on hold	**Tenant 3** customer-recorded message on hold [fixed]
598	Customer-recorded message on hold	**Tenant 4** customer-recorded message on hold [fixed]

* Dialing off-hold doesn't work (can still dial off greetings and announcements).

Default: 592 (generic message-on-hold).

> **Notes:** While any of the MOH sources can be assigned for tenant 1, MOH source **isn't** selectable for tenants 2–4; if tenant service is enabled, each of these tenants has a **fixed** MOH source as indicated in the table above.
>
> For each tenant, if there is no customer-recorded message, the default, generic MOH source (592) will be played, instead.

Function 632: MOH recording

1. Connect the message/music source to the MOH port on the side of the cabinet.

   > **Note:** The connector is monophonic-only — if you use a stereo source, you must either set it to output mono, if possible, **or** use a stereo-to-mono conversion cable (or adapter).

2. Enter the prompt number to be recorded.
3. Press **1** to begin recording. To aid you in queuing, the source will be played through the phone's speaker.

   > **Note:** The recorded material should not have a "beginning" or "end" — so that playback can loop continuously. The maximum record length is controlled by the amount of space available on the Memory Module.

4. Press **1** when finished. The recording will play back so you can review it.
5. Press # to accept the recording. (To delete it, press **HOLD**.)

Function 633: MOH volume

If a custom MOH is recorded, the output volume can be adjusted in this function.
Range: 1 (faint)–12 (loudest).
Default: 6.

Notes: If an external audio source such as a radio is used for MOH, adjust the volume at the source.

To turn **live** MOH volume completely off, turn off volume at the source.

To turn **recorded** MOH volume completely off, select (in Function 631, *above*) one of the prompts in the range of 594–598, but make sure it's blank. These prompts are blank by default; if you have recorded some audio on all of them, just select one and record a few seconds of silence.

Function 7: Reports

> **Important:** You may wish to read "SMDR" (pp. G.1–G.3) before using this function.

Report printing

The system's built-in reports can be output to a printer or a PC via the **Maintenance/SMDR** port.

When printing captured reports from the PC to a laser printer, use a fixed monoproportional font (such as Andale Mono, Courier New or Letter Gothic), 9 points or smaller.

From either the Installer or Administrator programming menu, select the desired report as shown in Functions 73, 74, and 75 *(below).* The reports can be printed with either: (1) the data saved for inclusion in future reports, or (2) the data and totals cleared. (You **can't** clear data in either the system program report or the system speed-dial report.)

> **Note:** Outbound calls shorter than one minute are not counted in system totals.

Reporting functions

- **Function 73: ACD department detail report** — (See below.)
- **Function 74: Voice mail statistics report** — Provides statistics indicating the message activity in each mailbox since the data was last cleared.
- **Function 75: System speed-dial list** — Lists the current system speed-dial numbers. Distribute a copy to those who are authorized to use them.

Function 73: ACD department detail report

The ACD department detail report provides extension usage by ACD department. This report includes the following "fixed" information:

- All ACD departments will be included.
- The current report's **start** date and time will be the previous report's **end** date and time.
- The current report's **end** date and time will be the current date and time.

Function 73 offers two choices:

1. **Current report** *("Press **1** to print the current ACD report")* — Outputs the current ACD department report. All information is automatically copied to the previous report (see next choice) and cleared from the current report.
2. **Previous report** *("Press **2** to repeat the previous ACD report")* — Re-sends the last report printed.

> **Note:** After the current report is requested, it will be stored indefinitely (as the "previous" report) until the next "current" report is selected.

Sample Function 73 report

```
ACD Report by Department, Current                                    Page  1
Department Detail              Dept: 291, TRAINED (A)
      Start: 12/15/2004  17:07          End: 12/17/2004  16:07
                  Incoming ACD                    PBX Calls
               (B)---------------------- ----(C)-----------------------------
                        Duration                        Duration         Duration
Ext Name       Answer   H:MM:SS Recovered Answer   H:MM:SS     Out   H:MM:SS
114 MATT           44   5:48:42         1     14   1:15:44      13   0:41:10
115 RICK            0   0:00:00         0      6   0:14:32       2   0:03:55
102 CRAIG          33   5:15:00         3      9   1:03:35      15   0:27:30
103 TOMMY          19   2:47:39         1      9   0:20:10      15   0:27:15
104 JOHN D          1   0:10:21         0     11   0:25:30      11   0:57:35
106 SCOTT          36   3:59:38         1     24   1:57:02      20   0:36:12
112 CHRIS          51   5:00:19         1     19   2:04:02      17   0:20:54
116 PHIL           31   3:14:50         0     23   1:35:41      34   0:36:33
105 BOBBY          40   4:42:32         5     15   0:43:31      18   1:20:01
119 EDWARD         41   4:25:11         2     24   0:59:53       8   0:26:17
117 MARK D          0   0:00:00         0      2   0:00:28       4   0:06:40
113 DAVID           0   0:00:00         0      7   0:52:38      13   0:42:46
120 JENNY A         4   0:09:07         1      4   0:16:10       0   0:00:00

Totals            300  35:33:19        15    167  11:48:56     170   6:46:48
Abandoned Calls: 3
Rerouted  Calls: 2      (D)
Average CO queue time: 0:21 -- Max CO queue time: 0:50
```

Function 73 report description

The ACD department detail report is divided into four major sections: the report header, the incoming ACD call statistics, the PBX call statistics, and the report footer.

Report header

The **report header** Ⓐ includes the report name ("ACD Report by Department, Current" or "ACD Report by Department, Previous"), ACD department name and number, report start date and time, and ending date and time:

- **Start** — Beginning date and time of the reporting period. This will match the ending date and time of the previous report.
- **End** — Ending date and time of the reporting period.

(Continued)

Incoming ACD call statistics

The **incoming ACD call statistics** section Ⓑ shows ACD calls offered to each ACD agent position. These are calls that are transferred to, or ring into, the department number and then are distributed to the agent positions (extensions).

Column name	Description
Ext	ACD extension
Name	Extension name
Answer	Number of ACD incoming calls answered at that extension (includes Esi-Link calls to the ACD department)
Duration	Total time connected to ACD calls
Recovered[1]	Number of ACD calls unanswered at that extension and returned to the ACD queue.

PBX call statistics

The **PBX call statistics** section Ⓒ shows non-ACD calls for each extension — *i.e.*, all calls that weren't delivered directly through the ACD department number.

Column name	Description
Answer	Number
Duration	Total time connected to incoming PBX calls
Out	Number of PBX calls originated at that extension
Duration	Total time connected to outgoing PBX calls

Report footer

The **report footer** Ⓓ includes totals of the incoming ACD call statistics and PBX call statistics; it also includes the average and maximum **queue times**, as well as total **abandoned calls** and **rerouted calls**, for each ACD department:

- **Average CO queue time** — The average length of time callers were holding ('queued") for an available agent over the reporting period.
- **Max CO queue time** — The maximum length of time one or more callers had been queued for an available agent over the reporting period.
- **Abandoned calls** — Total ACD calls that disconnected (hanged up) while held in queue or listening to the ACD queue or hold prompt (announcement).
- **Rerouted calls** — Total ACD calls that followed the ACD department call forwarding assigned in Function 33 after expiration of the ACD exit timer (assigned in Function 154).

[1] Each time a call is recovered, that ACD extension will be automatically logged-out of the ACD department. For more information, see the *User's Guide*.

Notes:

1. A CO call transferred to an ACD department or ACD extension will be counted as a new call each time it's successfully transferred.
2. An ACD call transferred to the same, or another, ACD department will be counted as a new ACD call for that department.
3. An ACD call transferred to an ACD extension will be counted as a PBX incoming call for that extension.
4. A PBX call (outgoing or incoming) transferred to an ACD department will be counted as an ACD call.
5. A call retrieved from hold will be counted as an incoming PBX call.
6. PBX calls that forward to voice mail or other forwarding destinations are not included in the ACD department report.
7. An incoming ACD call that disconnects (hangs up) while ringing at an ACD extension won't be counted as an abandoned call.

Feature description: SMDR

SMDR (station message detail reporting) call records are output in real time via an ESI phone system's **Maintenance/SMDR** serial port. Connect a standard serial printer or call accounting system to the serial port. SMDR data will be stored temporarily if a laptop is connected for programming (five minutes after you exit programming mode, the buffered SMDR will resume output to the serial port).

The output from the serial port is: 8 data bits, 1 stop bit, and no parity [the baud rate is selected in Installer programming].

SMDR may be output in one of two formats, selected in system programming: **tabular** or **CSV**. The tabular format is the default.

Tabular SMDR format

ESI's tabular SMDR output format, which is compatible with the standard Panasonic® DBS® format except for the last two (ESI-exclusive) items, is as shown below:

```
         1         2         3         4         5         6         7         8
12345678901234567890123456789012345678901234567890123456789012345678901234567890
T MM/DD HH:MM:SS HH:MM:SS NNN XXXXXXXXXXXXXXXXXXXXXXXXXXXX  AAAAAAAAAA EE RR  LL
```

Regardless of numbering plan, the columns are:

- **Call type** — Outbound ("O"), inbound ("I") or transferred ("T") at column 1.
- **Date** ("MM/DD") — Begins at column 3.
- **Start time** ("HH:MM:SS") — Begins at column 9.
- **Duration** ("HH:MM:SS") — Begins at column 18.
- **Extension number** ("NNN") — Begins at column 27.
- **Digits dialed** (right-justified)**/Caller ID** (left-justified) — Begins at column 31 (28 characters).
- **Account code** ("AAAA") — Begins at column 60. (See also "SMDR format when using account codes," page G.4.)
- **Esi-Link home location number** ("EE")[1] — Begins at column 71.
- **Esi-Link remote location number** ("RR")[1] — Begins at column 74.
- **CO line number** ("LL") — Begins at column 77.

Each record is terminated with a line feed and carriage return character.

[1] Used only when Esi-Link is enabled and programmed. Esi-Link SMDR records are generated at only the home location.

CSV SMDR format

The **comma-separated value (CSV)** format is readable from within *Microsoft Excel*® and other spreadsheet applications.

> **Note:** The CSV format does not support account codes (see page G.4).

A CSV record is output for each completed call, and represented as follows (word-wrapped):

Format:

```
"T","MMDDYYYY","HHMMSS","HHMMSS","NNN","XXXXXXXXXX. . .XXX","CCCCCCCCCC. . .CCC","LL"
```

Example A (with Esi-Link):

```
"I","07042002","000852","000059","101","2144229700","ESTECH SYS INC. ","01","04","54"
```

Example B (no Esi-Link):

```
"O","10312003","221502","020512","190","12125551212","","  "," ","11"
```

The fields are:

- **Call type** ("T") — Outbound ("O"), inbound ("I") or transferred ("T").
- **Start date** ("MMDDYYYY") — Eight characters, zero-filled.
- **Start time** ("HHMMSS") — Six characters, zero-filled; 24 hour clock.
- **Duration** ("HHMMSS") — Six characters, zero-filled.
- **Extension number** ("NNN") — Four characters, space-filled, right-justified.
- **Digits dialed/Caller ID** ("XXXXXXXX . . . XXX") — Up to 28 characters, null-filled.
- **Caller ID name** ("CCCCCCCCC . . . CCC") — Up to 24 characters, null-filled.
- **Esi-Link home location number** ("EE")[1] — Two characters (two-digit suffix).
- **Esi-Link remote location number** ("RR")[1] — Two characters, null-filled (two-digit suffix).
- **Line number** ("LL") — Three characters, null-filled, right-justified.

Each field is delimited with double quote marks and separated with a single comma. Null fields are still included as place holders (as shown in Example B, *above*). Each record is terminated with a line feed and carriage return character.

[1] Used only when Esi-Link is enabled and programmed. Esi-Link SMDR records are generated at only the home location.

Reporting conventions and rules

- Inbound and outbound call records are generated only for calls between a station and a CO line. ESI systems provide SMDR records only for calls answered by, or originated from, a system extension. ESI systems **don't** provide SMDR records for the following types of calls:
  - **Incoming** calls . . .

    To the auto attendant that don't leave the auto attendant.

    Directly to a mailbox.

    Call-forwarded off-premises (using ESI Presence Management).
  - **Outgoing** calls . . .

    Call-forwarded off-premises (using ESI Presence Management).

    Sent to the auto attendant and forwarded out using go-to outdial branches.

    Generated using message delivery notification.
- The duration of each call record represents the period of time that the station controlled its portion of a call. A record is generated each time a station does any of the following:
  - Disconnects.
  - Places a call on hold.
  - Transfers a call.

  A single CO call could be included in multiple records if it is transferred from station to station.
- Periods when calls are placed on hold or attempts at supervised transfers are unsuccessful are included in the station's record.
- A new record begins when a station answers an incoming call, a transferred call, or a hold recall.
- Records will be generated independently for all stations in a conference. If more than one CO line is involved in a conference, each call record generated by that conference will be associated with only the last line disconnected.
- Dialed digits don't include the line group or location number.
- Outbound calls begin a call record 10 seconds after the call has cleared toll restriction.

PC interface

Use an RS-232C cable to connect a PC's serial port to the system's **Maintenance/SMDR** port.

> **Note:** SMDR data will be stored temporarily if a laptop is connected for programming (five to 15 minutes after you exit programming mode, the buffered SMDR data will resume output to the serial port).

SMDR format when using account codes

The account code will be output in the SMDR record in character positions 60 through 69, inclusive (compliant with Panasonic DBS SMDR format). A new line will be generated each time someone enters an account code (indicated below by "A").

```
         1         2         3         4         5         6         7         8
12345678901234567890123456789012345678901234567890123456789012345678901234567890
T MM/DD HH:MM:SS HH:MM:SS NNN XXXXXXXXXXXXXXXXXXXXXXXXXXX  AAAAAAAAAA EE RR LL
```

Examples: One account code entered during an incoming call:

```
12345678901234567890123456789012345678901234567890123456789012345678901234567890
I 11/23 09:22:45 00:10:15 104 2145559700 DOE AND CO.       1234500001 EE RR 07
```

Three different account codes entered during the same incoming call:

```
12345678901234567890123456789012345678901234567890123456789012345678901234567890
I 11/23 09:22:45 00:10:15 104 2145552324 AAA FINANCIAL     1234500001 EE RR 07
I 11/23 09:33:00 00:27:00 104 2145552324 AAA FINANCIAL     1234500010 EE RR 07
I 11/23 10:00:00 00:56:22 104 2145552324 AAA FINANCIAL     1234500050 EE RR 07
```

A user should be able to tell from this SMDR report that the following charges should apply:

- Account 1234500001, for a 10-minute, 15-second call (between 9:22:45 and 9:33:00).
- Account 1234500010, for a 27-minute call (between 9:33:00 and 10:00:00).
- Account 1234500050, for a 56-minute, 22-second call (between 10:00:00 and 10:56:22).

There's no indication in the SMDR record if an incorrect account number was used.

Note: The *E*s and *R*s starting at position 70 will be the only digits used for Esi-Link, which will display the last two digits of the cabinet numbers. For example, an Esi-Link intercom call between Cabinet 701 in Dallas and Cabinet 702 in Chicago would appear as: *01 02*.

Capturing SMDR data over Ethernet

The NSP can be used to output SMDR data over an IP network; and a Telnet connection can be made to the NSP, using port xx003 (default is *59003*), to capture this data. For more information, consult your ESI Reseller.

Index

Access schedules, C.6
ACD
  ACD department detail report, F.1
Alphanumeric characters, entering, A.5
Auto attendant block, C.1
Call waiting, C.1
Caller ID, A.1
Day/night/holiday modes, A.7
  Remote setting, A.7
Do not disturb (DND), C.1
ESI Presence Management, A.6, C.6
  Parameters, C.9
Esi-Dex, B.3
  System speed-dial, C.1
  System speed-dial list, F.1
Functions
  Function 1 — System parameters, B.1–B.3
  Function 3 — Extension programming, C.1–C.10
  Function 371, C.6
  Function 372, C.8
  Function 373, C.9
  Function 374, C.9
  Function 5 — Voice mail programming, D.1–D.6
  Function 6 — Recording, E.1–E.4
  Function 7 — Reports, F.1–F.4, F.1–F.4
Headset jack, A.1
Holiday mode
  Remote setting, A.7
  Re-recording greeting, E.2
Mailboxes
  Cascade notification, D.4–D.5
  Group, D.2
  Guest/info, D.1
  Q & A, D.5
Maintenance port, G.1
MOH, E.2–E.3
Overlays, A.3
Password, Administrator, B.1
Personal Call Routing, C.8
Programming
  Accessing user station programming, B.1
  Keys, A.5
  Selectable numbering plan, A.6
  System, A.4
Prompts, re-recording, E.1–E.2
Recording, C.1, E.1–E.4
  MOH programming, E.2–E.3
  Recording directory names, E.2
  Re-recording system prompts, E.1–E.2
Reports, F.1–F.4, F.1–F.4, G.1
  ACD department detail report, F.1
  SMDR, G.1
  System speed-dial list, F.1
  Voice mail programming report, F.1
  Voice mail statistics report, F.1
RFID tag number, C.8
Selectable numbering plan, A.6
Serial ports, G.1
Service observing, C.1
SMDR
  SMDR report, G.1
Speed-dialing. *See* Esi-Dex
System modes. *See* Day/night/holiday modes
System prompts, re-recording, E.1–E.2
Tenant service, E.3
Time/date, setting, B.1
Toll restriction, C.1
Voice mail programming, D.1–D.6
  Cascade notification mailboxes, D.4–D.5
  Group mailboxes, D.2
  Guest/info mailboxes, D.1
  Message notification, D.2–D.4
  Q & A mailboxes, D.5
Voice mail statistics report, F.1

We Make It Easy To Communicate

www.esi-estech.com